

# Roanoke County Fire and Rescue

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Roanoke County Fire and Rescue Department provides Fire and Rescue Services to 85,778 citizens within 254 square miles that make up Roanoke County.

We have 13 stations and 11 districts within the county that we serve. In 2004, Roanoke County Fire and Rescue responded to 10,597 emergencies. Each year emergency calls increase by approximately 2.89%.

Roanoke County Fire and Rescue is a combination system. That means we have 124 career personnel (paid) and 238 active volunteer personnel that perform fire and rescue services across the county.

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## Roanoke County Fire and Rescue

3568 Peters Creek Road, N.W.  
Roanoke, Virginia 24019  
540-561-8100  
[www.roanokecountyva.gov](http://www.roanokecountyva.gov)  
click on Departments  
click on Fire and Rescue



## Roanoke County Fire and Rescue

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Fire  
Suppression  
and  
Emergency  
Medical  
Services

540-561-8100

## When You Have An Emergency

- Whenever you have an emergency you should dial 9-1-1.
- Our Emergency Medical Dispatcher will ask you questions to assess exactly what the nature of your emergency is. It is best to stay calm, listen carefully and answer the questions to the best of your ability.

## What are Emergency Medical Dispatchers?

- Roanoke County offers Emergency Medical Dispatching when you dial 9-1-1.
- The Emergency Medical Dispatcher or EMD will ask the caller a series of organized questions. This is done by using a system of medical protocols. These protocols are approved by the local medical authority. The protocols include specific questions, response configurations, and instructions for each medical, traumatic, or life threatening complaint a caller may present.

## Emergency Medical Services

- We offer Emergency Medical Services to all citizens and visitors within Roanoke County.
- The type of medical emergency that is reported dictates what type of trained personnel will respond.
- Basic Life Support or BLS entails the less severe emergencies.
- Advanced Life Support or ALS includes more severe emergencies.

## Fee for Transport

- In Roanoke County, as in many localities, there is a Fee for Ambulance Transport.
- The fee is determined based on what kind of medical emergency is reported and what medical services are provided to the patient.

- BLS includes less severe emergencies
- ALS-1 includes emergencies including transportation by ground ambulance; medically necessary supplies and services; and either an ALS Assessment by ALS personnel or the provision of at least one ALS intervention.
- ALS-2 includes emergencies involving the need for at least three medications by intravenous push or such procedures as: manual defibrillation, chest decompression, or other such invasive procedures.
- The patient or their insurance company is billed according to how the emergency was originally dispatched and what providers responded.

## Does My Insurance Cover Fee for Transport?

- Just as when you go to the doctor, your insurance company and/or Medicare is billed, and you will only be billed for the portion you are responsible for.
- Most insurance companies, including Medicare and Medicaid, have ambulance transport as a part of your policy.
- We will directly bill your insurance company on your behalf.
- If your insurance company does not cover ambulance transport, you will receive a bill with a phone number to call should you have any questions.
- Roanoke County Citizens who do not have the means to pay will not be required to do so.

## How Roanoke County Compares

Rate Type	Roanoke County	Roanoke City	National
<b>BLS</b>	\$280.00	\$280.00	\$290.96
<b>ALS-1</b>	\$330.00	\$330.00	\$345.00
<b>ALS-2</b>	\$475.00	\$475.00	\$500.00
<b>Mileage</b>	\$ 9.00 (\$75 max)	\$ 9.00	(urban) \$5.84 (rural) \$8.76

## What If I do not have Insurance?

- No one should be afraid to dial 911 because of the fee for transport.
- All citizens are treated and transported to a local emergency room, no matter what their financial status.
- Citizens without the means to pay will not be required to do so.
- A phone number will be provided on billing statements for you to call with any questions.

## Fire Suppression Services

- Fire Suppression Services are provided through our 11 Fire Stations within the county. If you see a fire or think that a fire may be occurring you should dial 9-1-1.
- If a fire alarm sounds in any structure that you are in you should exit the building immediately. Our personnel will respond and advise people as to when it is safe to go back into the structure. Many times there may be a fire that you cannot see or smell, but it is happening on a floor above you. In order to be safe you should always exit a building where an alarm is sounding.

## Fire Prevention & Education

- We have 3 full time career personnel in our Prevention Office, including the Fire Marshal, that are in charge of fire prevention, fire inspections, and investigations of all fires.
- All Roanoke County businesses are subject to routine fire inspections. Special emphasis is placed on those facilities which are considered a high risk, such as restaurant/nightclubs, schools, retirement centers, and other facilities that may contain large amounts of people.
- The Fire Prevention career personnel, along with our volunteer organizations, spend many hours trying to prevent fires from ever happening by educating citizens every chance they get. If you see them at a special event stop by and pick up some fire safety tips on how to prevent fires from happening and keeping your family safe.